



49th Parallel

GROCERY

Date: March 12,2020

Re: COVID -19 Issue #1

Dear Customers,

All of us are very concerned with the ongoing spread of the coronavirus disease and what this may mean to all of us at the 49th and to the communities in which we serve. The health, safety and well-being of our employees and customers is 49th's top priority and we will continue to monitor this situation closely and follow the lead of Canada's public health authorities.

What we have been and are doing

- Increased nightly cleaning and disinfecting of all high-touch surfaces in offices, washrooms and sales floor areas as of March 5, 2020.
- Issued COVID-19 information sheets to all locations on March 10, 2020 for employee and customer communication boards.
- Increased daily cleaning and disinfecting of high-touch surfaces, washrooms, baskets and carts on the sales floor effective today.
- Continuing cleaning and disinfecting of all cooking utensils and prep areas daily or more frequently where needed.
- Ordering appropriate products to meet customer demand across our stores. Unfortunately, some of our suppliers have run out of stock or suspended availability of some items (hand sanitizer, toilet paper, etc). We will be doing our best to stock all sections of the store daily. We may limit quantities as necessary. We will not be making any pricing adjustments during this time.
- To minimize risk, we are asking staff to not attend work if they are sick or returning from travel outside of the country. Anyone who travels outside of Canada is asked to stay away from the stores for 14 days upon return.

What we are planning in the days ahead

- We plan to maintain full operations as normal. If this changes in any way, we will communicate this in as many ways possible (emails, flyers, posters, social media, etc).
- We are continuing our home delivery services to the best of our abilities and will strive to meet our community's needs.

Sincerely,
The team at the 49th